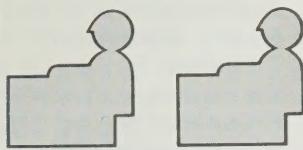


February 1983

Government
Publications



INSIDE OCS

Office Communications Systems Program

f the Future presents a range of problems and opportunities relating to office productivity of a vital sector of our industry, and international demand the urgent and co-operation of industry, labour and government. The Office Communications program represents a major aim at solving these problems by seizing the opportunity to improve employment for Canadians in the technology industry and export potential.

INTRODUCING

Volume I, Number 1, of a newsletter about the activities of the Communications Systems

letter is published by the Department of Communications to keep Canadians interested in the Office of the Future to date on:

STONE INCENTMENT

In 1982, Communications Minister Hon. Francis Fox; Herb Gray, former Minister of Industry, Trade and Commerce/Industrial Expansion and Judy Beigie, responsible for the Canadian Office of the Future, announced that \$12 million would be spent over the next three years on field trial testing of Office of the Future technology. Described as the most complex and seriously mounting problem in the office equipment and services industry, the program's objective is to increase an industry's share of the electronic office markets. The program is intended to significantly improve the productivity of Canadian

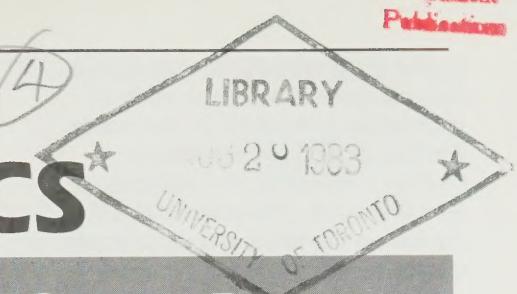
industry targets in a fiercely competitive world where many nations have made large grants of money to support their national



- developments in planning and implementation of the OCS program
- announcements from government and industry developments related to OCS
- progress of field trials
- new publications and products

industries. The Canadian strategy of carrying out field trials within government has many potential benefits. Government offers what is by far the largest office environment in Canada. It provides the opportunity for trials and later development over widely dispersed regions. With their great varieties of work and skills, government offices provide a unique social laboratory for evaluation of the human impact of the new technology. In the Office of the Future this could be the most complex, but most important issue.

The June announcement represented Phase II of a program which the government approved in late 1980. Plans for this new phase of field trials were made in Phase I, during which \$1.5 million was spent to carry out a variety of industrial, behavioural and systems research studies and limited field trials in federal departments. These small trials provided invaluable experience for the larger and more comprehensive Phase II field trials.



The Government of Canada attaches great importance to this program. Now that the partnership of industry and government has been established through field trials, the action is beginning. I am confident that this newsletter will keep us all in touch with new developments in this fast-paced field of technology.

Hon. Francis Fox,
Minister of Communications

The newsletter is available on request, from:
Information Services
Department of Communications
300 Slater St., 19th floor
Journal Tower North, Ottawa,
K1A 0C8.

Contributions, suggestions and comments will be welcomed by the editor.

THE COMMITTEES

An important step was taken in 1981 with the establishment of advisory committees. Under the chairmanship of Dr. Carl Beigie, the Industry Consultative Committee recruited members from companies and industrial associations interested in electronic office technology. Later, a Users' Group Committee was created, chaired by Dr. Peter Meyboom, Deputy Secretary of the Administrative Policy Branch of the Treasury Board. Its members are senior officials of federal departments interested in improved office systems. By late 1981, this committee had become a forum where vendors could discuss their proposals for field trials with potential user departments.

Joint meetings of the two committees are held once a year for direct exchange of ideas. Each is supported by sub-committees focussing on areas such as office productivity, technology, social and labour concerns, standards and software.





INSIDE OCS

Office Communications Systems Program

The Office of the Future presents a challenge born of problems and opportunities. Problems relating to office productivity, the health of a vital sector of our manufacturing industry, and international trade, demand the urgent and co-operative attention of industry, labour and government. The Office Communications Systems program represents a bold new thrust aimed at solving these problems and seizing the opportunity to create new employment for Canadians in an exciting high technology industry with significant export potential.



INTRODUCING

This is Volume I, Number 1, of a quarterly newsletter about the activities of the Office Communications Systems (OCS) program.

This newsletter is published by the Department of Communications to keep those who are interested in the Office of the Future up to date on:

A MILESTONE ANNOUNCEMENT

On June 8, 1982, Communications Minister Francis Fox; Herb Gray, former Minister Industry, Trade and Commerce/Regional Industrial Expansion and Judy Erola, Minister Responsible for the Status of Women, announced that \$12 million will be spent over the next three years to support field trial testing of Office of the Future technology. Described as a response to the seriously mounting trade deficit in office equipment and services, the program's objective is to increase Canadian industry's share of the advanced electronic office markets. The program is also intended to significantly increase the productivity of Canadian offices.

These are bold targets in a fiercely competitive field where many nations have already made large grants of public funds to support their national

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Joint meetings of the two committees are held once a year for direct exchange of ideas. Each is supported by sub-committees focussing on areas such as office productivity, technology, social and labour concerns, standards and software.

The government is also creating a national committee for the study of Information Technology in the Human Context under the chairmanship of Dr. Ann Cameron of the University of New Brunswick. This committee will expand on the social and behavioural studies begun in Phase I.

THE FEDERAL PROVINCIAL MEETING

An important meeting took place on October 4 and 5 when representatives of the federal and provincial governments met in the National Capital Region to discuss programs and developments related to the electronic office. This meeting resulted from a recent Federal/Provincial Conference of Ministers of Communications.

The two levels of government discussed with one another and with industry their views of past and present programs, recent developments in the industry and ideas for the future.

On the first day, presentations were given on the OCS program and on provincial interests, activities and projects. The second day began with the introduction of members of the Industry Consultative Committee and focussed on exchanges between industry and government.

A striking feature of the meeting was the absence of jurisdictional differences which characterize many intergovernmental conferences. The sense of urgency in facing the problems of office communications was expressed unanimously. While differing viewpoints enlivened discussions, none pertained to federal/provincial relations. During the meetings with industry, the following issues were discussed:

- the urgent need for national standards to support a domestic market and make international sales possible.
- the potential dilemma, during periods of high unemployment, between increased productivity on the one hand and job displacement on the other.
- the need for maintenance support for office communications systems, especially in remote regions.

MEMORANDA OF UNDERSTANDING AND CONTRACTS

Four industrial vendor organizations submitted proposals to potential user departments. After matching the interests of the users and the vendors,

Industry group	Host Department
Bell-Northern Research	Revenue Canada, Customs and Excise,
<i>Subcontractors</i>	
<i>Bell Canada</i> <i>Northern Telecom</i> <i>TransCanada Telephone Systems (TCTS)</i>	
Systemhouse	National Defence
<i>Subcontractors</i>	
<i>AES Data, Norpak, Canstar, Mitel, Carleton University</i>	
OCRA	Environment Canada
<i>Members of the OCRA Consortium</i>	
<i>Nabu, Gandalf, CNCP Telecommunications</i> <i>Cable Telecommunications</i> <i>Research Institute (CTRI)</i> <i>Cable Companies</i>	
Officesmiths	Energy, Mines and Resources Canada

- the consequences of disorderly growth in office communications systems and the long term effects of mounting sales of incompatible equipment for office use.
- the extent to which buyers (notably government and utilities) can justify paying a premium for Canadian products.
- the historic role of government in supporting fledgling Canadian industries which face strong foreign competition.
- the need to persuade users to try unfamiliar Canadian equipment.
- the importance of producing user-friendly technology.
- the need to educate users quickly in view of the short shelf life of technology.
- methods to persuade investors to take risks when the economic climate is pessimistic.

memoranda of agreement for the implementation of the field trials were signed in mid-summer:

Contracts between the vendors and host departments have been signed for all four trials. The first progress report on the field trials will appear in the next issue of this newsletter.

Host Department

Revenue Canada, Customs and Excise,

National Defence

Environment Canada

Energy, Mines and Resources Canada

The meeting wrap-up, entitled, "Shall we Dance", was given by Jim Feeley, Director General, Informatics Applications Management, of the Department of Communications. The answer appeared to be a unanimous "Yes".

NEW PUBLICATIONS

Office Communications Systems and Services (100 pages, Cat.No.C022-37/1982E)

A paper entitled "Federal Provincial Meeting October 4-5, 1982", presented by André Dubois, contains valuable background material on office automation, much of it in graphic form. (42 pages.)

These publications are available from DOC.

Canada



Government of Canada
Department of Communications

Gouvernement du Canada
Ministère des Communications

PUBLICATIONS NOUVELLES

- Impartance de produire des techniques faciles à utiliser;
- La nécessité d'enseigner rapidement les techniques aux utilisateurs avant qu'elles ne soient dépassées;
- Les moyens de persuader les investisseurs de prendre des risques malgré la conjoncture économique;
- Vous-vous denses ? », a été donné par M. Jim Feeley, directeur général de la Section des applications de l'information.
- La réponse du ministère des Communications, qui évoque du rôle du ministre des Communications.

Groupe industriel	Ministère Client	Recherches Bell-Northern	Douanes et Accise	Sous-entrepreneurs	Bell Canada Résau téléphonique	Northern Telecom transcanadien (RTT)	Système house	Défense nationale	Sous-entrepreneurs	AES Data, Norpak, Canstar, Mitel,	Université Carleton	Membres du consortium OCRA	Environnement Canada	Gandalf	CN-CP	Télécommunications	Nabu	Relédistributeurs	Institut de recherche en télécommunications par câble	Energie, Mines et Ressources Canada	Officesmiths
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PROTOCOLE D'ENTENTE ET CONTRATS

Protocole de l'entente concernant la mise en œuvre des projets pilotes à être signé au cours de l'été 1982.

Des contrats entre les vendeurs et les ministères clients ont été signés pour les quatre projets pilotes. Le premier rap- port d'étape paraltira dans le prochain numéro de la *Bureautique*.

Le besoin urgent de normes natio-
nales pour venir en aide au marche
intérieur et favoriser les ventes interna-
tionales;
Le dilemme que peut représenter, per-
mettre aux entreprises de chomage élevé,
d'une part, et de déplacer les
emplois, d'autre part;
Le besoin d'augmenter la productivité
dans les périodes de chomage élevé,
d'une part, et de déplacer les
bureaux éloignés;
Les conséquences du développement
des économies de bureau dans les régions
rurale et les effets à long terme de la
vente croissante de matériels de
bureau et les effets à long terme de la
(notamment le secteur des services
publiques) peuvent justifier le versemen-
t d'une prime pour des produits cana-
diens;
La mesure dans laquelle les acheteurs
bureau incompatibles;
Le rôle traditionnel de l'Etat : son aide
aux nouvelles industries canadiennes
qui veulent faire face à la concu-
rence étrangère;
La nécessité de persuader les utilisa-
teurs d'essayer le matériel canadien
même s'il ne leur est pas familier;

à prendre. Industrie et des nouvelles orientations tout derniers développements dans bureautique et sur les intérêts, activités et projets des provinces ont mené la première journée. La deuxième a débuté par la présentation des membres du Comité consultatif de l'industrie, et les discussions ont porté sur les échanges entre l'industrie et le gouvernement. Aucun conflit en matière de compé-tenace ne s'est manifesté, contrairement à ce qui se passe parfois lors de conférences intergouvernementales. Tous les participants ont reconnu l'urgence des problèmes que pose la bureaucratie. Certes, des divergences d'opinion ont animé les discussions, mais elles n'avaient jamais trait aux relations fédérales-provinciales.

Au cours de la réunion avec Lindus-
trie, les questions suivantes ont été
abordées:

Afin de favoriser l'échange des idées, des réunions conjointes des deux comités ont lieu une fois l'an. En outre, chaque comité est secondé par des sous-comités qui se penchent sur des questions telles que la productivité des bureaux, la technique, les intérêts de la société et des travailleurs, les normes et le logiciel.

Le gouvernement entend également créer un comité national chargé d'étudier les techniques d'information dans le contexte humain. Présidé par Mme Ann Cameron de l'université du Nouveau-Brunswick, ce comité poursuivra les études sur la société et le commerce au cours de la première étape.

Un cap important a été franchi en 1981 lors de la mise sur pied de comités consultatifs. Sous la présidence de M. Carl Bégin, le Comité consultatif de l'industrie a recrue ses membres auprès de compagnies et d'associations industrielles. Il industre a recrue ses membres auprès de compagnies et d'associations industrielles. Plus tard, le Comité des utilisateurs de la bureautique a été formé; il est présidé par M. Peter Mylboom, sous-secrétaire tractive du Conseil du Trésor, et compose de hauts fonctionnaires fédéraux qui s'intéressent à la bureautique. Des la fin de 1981, ce comité était devenu un forum où les vendeurs pouvaient discuter de leurs projets avec les ministres clients éventuels.

LES COMITÉS

projets pilotes dans des ministères fédé-
raux. Ces projets modèstes ont permis
d'acquérir l'expérience nécessaire à leur
développement et des projets plus impor-
tants et plus complexes de la deuxième

Pour obtenir des exemples pratiques du bulletin, s'adresser à la:
Direction générale de l'information
Ministère des Communications
800, rue Slater, 1^{re} étage
Ottawa (Ontario) K1A 0C8.
Le journal nord-
membule (Ottawa) K1A 0C8.
gesolutions offert leur collaboration, leurs sug-
gestions sont égalemment invités à
nos lecteurs.

Le gouvernement du Canada accorde pour les marchés d'exportation. Il promettra de faire échelle au pays qui une importance considérable à ce pro- grame. Maintenant que l'industrie et l'état se sont mis à collaborer à des pro- jets pilotes, les résultats ne devraient pas tarder à se manifester. Je suis con- vaincu que ce nouveau bulletin permet- tra à tous les intéressés de suivre de près l'évolution rapide de cette tech- nologie.

recherches sur l'industrie, le commerce et les techniques sont conduites à l'université de Québec et le système ainsi que quelques

L'annonce des projets en juin 1981 correspondait à la deuxième étape d'un programme que le gouvernement avait approuvé à la fin de 1980. La planification de cette deuxième étape a été effectuée au cours de la première étape du programme, lorsqu'en 1,5 million de dollars ont été consacrés à diverses

La gamme étendue des travaux effectués par les compétences du laboratoire public représente un véritable socle unique qui facilite l'évaluation des répercussions des nouvelles techniques sur l'homme. Dans le bureau de l'avenir, cet aspect pourra être à la fois le plus complexe et le plus

La stratégie canadienne, qui consiste à mener des projets pilotes au sein du secteur public, offre plusieurs avantages. En effet, le secteur public est de loin le meilleur qu'il rassemble le plus grand nom. Prendre de bureaux et li sera possible de mettre à l'essai et de perfectionner des systèmes dans des régions très dispersées du Canada. Par ailleurs, à cause de

- La Planification et la mise en œuvre du programme de la bureautique.
- Les activités du gouvernement et de l'industrie dans le domaine de la bureautique.
- Les activités du secteur public et les nouveaux produits.
- L'état des projets pilotes.

should be made in the public interest, and
ment dans leurs dernières publications pour venir en aide à leurs industries nationales.

Ce sont des objectifs audacieux que nous devons tenir dans un milieu extrême et compétitif. Un grand nombre de noms ont déjà pris le large.

l'entreprise a accroître la productivité
bureau et de l'industrie canadienne sur les
marchés de l'internationalisation.

Commerce/Expansion économique régional, M. Herb Gray, et le ministre des Transports, Mme Eudaly Erola, ont annoncé qu'une somme de 12 millions de dollars servira à construire, au cours des trois prochaines années, la Condition féminine. Mme

Le 8 juin 1982, le ministre des Com-
munications, M. Francis Fox, lancien
ministre de l'Industrie et du

UNE ANNOUNCE NOTABLE

SUAVIS

qui portera sur les activités du Pro-
gramme de la bureautique.
Publie par le ministère des Communica-
tions, il a pour objet de renseigner les
personnes qui s'intéressent au bureau-
nations, et à venir en aide aux bureaux
de l'administration et à traiter les domaines

INTRODUCTION

BUREAUTIQUE



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